

MLTC Central Registry Screening Process - Questions & Answers

1. Q - What is the fastest method to complete the Central Registry Screening?

A – Completing the Central Registry Screening results are the most expeditious when done through the Maximus email link. The request takes 10 minutes or less to complete and results are directly given to Maximus within 1-3 business days.

2. Q – What if I do not have internet/email access to complete the Central Registry Screening?

A – Maximus will mail a CFS-5 (Central Registry screening request) form. The form contains Maximus' Central Registry ID. Using this form ensures the results are provided to Maximus when they are available. You must request the CFS-5 from MAXIMUS.

3. Q – How long does it take to receive results for paper-based Central Registry Screening requests?

A – Approximately 1-3 weeks. If using the Maximus pre-filled CFS-5 (Central Registry Screening Request) form, the results will automatically be given to Maximus.

4. Q - How much is the Central Registry Screening Fee?

A – The entire fee is \$5.00 (\$2.50 for the actual background check; \$1.00 for online ID verification if you choose to use that & \$1.50 payment processing fee) or \$4.00 (\$2.50 for the actual background check and \$1.50 payment processing fee; this total would not include the online ID verification if you choose not to use that feature) if completed electronically.

If done by paper request (using the CFS-5 Central Registry Screening Request form), the fee is \$2.50 per background check. An additional fee up to \$5.00 *may apply* related to notarization of the CFS-5 form.

5. Q – How can I avoid delays in processing or rejected Central Registry Screening Requests?

A – The following are important tips to ensure your Central Registry Screening is processed correctly and will minimize delays/rejected requests:

- Follow all instructions carefully and complete the paper/electronic request per the given instructions.
- If completing an electronic request, write down your PIN and Request Number. This is VERY important, especially if you are unable to complete the online request and are prompted to complete the Identity Verification form (CFS-400). You will need the PIN and Request Number to complete the screening.
- If filing the CFS-5 paper form -- Pay the EXACT amount for the background screening (\$2.50) and make your check/money order payable to DHHS. Note the background check fee applies per screening. If you have Household Members who are required to complete the screening, they also must pay the \$2.50 fee (plus the additional online \$2.50 process fees if completing the request online).
- Include your SSN on the request.
- Mark both boxes for the CAN (Child) and APS (Adult) Registry on page 2 if using the paper request (CFS-5) form.
- **If you do not complete the online verification request directly from Maximus or do not use their pre-filled paper CFS-5 request form, you are completing a self-check and need to be**

sure you follow up with the Central Registry staff to obtain your results and promptly provide them to Maximus.

- Call the DHHS Central Registry Customer Service Line or Maximus Customer Service Line if you have any questions or concerns about completion of your Central Registry screening.
- Include an email address for correspondence (and check your email at least once daily).

6. Q - What if I am unable to complete the online Central Registry Screening Request (i.e. not able to answer the questions or for any other reason)?

A – Follow the prompts online to complete the CFS-400 Identity Verification form. You will need to upload the completed CFS-400 Identity Verification into the online Central Registry portal using your PIN and Request Number. If you do not have this information, you have to start the process over and will have to repay for the Central Registry Screening. Be sure you are using the Maximus Central Registry Screening (CFS-5) Form.

7. Q - Do my Household Members have to complete a Central Registry Screening?

A – Yes, if you are providing services in YOUR home as indicated on your NFOCUS Referral. Household members 13 years of age and older must complete a Central Registry Screening. If the Household member 13 years of age or older is the Medicaid client you are providing services for, you may not need to have the household member complete the Central Registry Screening. Contact MAXIMUS for assistance.

8. Q – What if I start my Central Registry Screening online but am unable to finish it at the same time?

A – You must have your Central Registry PIN and Request Number to reenter the Central Registry portal to complete your background screening. If you do not have this information, you will need to start the process over. Contact MAXIMUS IMMEDIATELY if this happens.

9. Q – What is the website to access the Central Registry portal?

A – The website is <https://ecmp.nebraska.gov/DHHS-CR/>. Use this portal to get back into the Central Registry check to upload your verification document. **DO NOT USE IT TO START YOUR SCREENING.** Use the Maximus link instead.

10. Q – How do I receive my self-check results?

A – Self-check results are accessible through the Central Registry portal. You must have your PIN and Request Number to retrieve. If you have questions on whether your results are completed, contact the Central Registry Customer Service Line via (402) 471-9272 or DHHS.CFSCentralRegistry@nebraska.gov. Once you have obtained your self-check results you will need to forward the result to MAXIMUS.

11. Q – What happens if my Medicaid Service Provider Agreement is Terminated for any reason (including non-compliance/untimely compliance with the Central Registry Screening request)?

A – You will need to contact your Resource Development/Service Coordinator Worker to reapply as a Medicaid provider. You will be required to complete and pass all applicable screenings (including the Fingerprint Background Check and applicable fees if you are applying as a PAS or CHORE provider).

Your name will also be placed on the Nebraska Medicaid Excluded Provider (NMEP) list. You will be required (and prompted) to complete the process for NMEP removal. The final decision for NMEP removal is determined by the Nebraska Medicaid Program Integrity Unit.

12. Q – What do I do if I do not have my PIN or Request Number and need to access my Central Registry request or screening results?

A – Refer to the confirmation email sent to the email address listed on your Central Registry request to obtain your Request Number. To retrieve your PIN, you may contact the Central Registry via phone or email. The Central Registry staff may also be able to assist with retrieving your Request Number. You will be required to answer identity verification question(s) in order to retrieve your PIN and/or Request Number.

13. Q – How long do I have to answer the online Central Registry identity verification questions?

A – You are allotted 5 minutes to answer the identity verification questions. If your request times out, you will be required to complete the Central Registry Portal Notary Form and upload it into the Central Registry portal. Instructions on how to finish your Central Registry screening request are provided on the Central Registry website. You may also contact the Central Registry staff via phone or email for assistance.

14. Q – Where do I mail my completed paper Central Registry Screening Request and payment?

A –
DHHS-Accounting
PO Box 94906
Lincoln, NE 68509

15. Q – How can I reach the Central Registry staff?

A – The Central Registry Customer Service number is (402) 471-9272. You may also email them via DHHS.CFSCentralRegistry@nebraska.gov.

16. Q – How can I reach the Maximus Customer Service staff?

A – The MAXIMUS Customer Service staff can be reached at 844-374-5022 or via email at nebraskamedicaidpse@maximus.com.